



LOW-INCOME ENERGY NETWORK
Webinar
November 15, 2011

Agenda

- ❖ **Introduction: LIEN's energy poverty strategy**
- ❖ **OPA low-income conservation programs**
- ❖ **Gas utilities' low-income conservation programs**



LOW-INCOME ENERGY NETWORK

LIEN's Energy Poverty Strategy

*LIEN webinar,
November 15, 2011*



About LIEN



- ◆ LIEN is a network of environmental, anti-poverty and affordable housing advocacy groups
- ◆ We seek to raise awareness of, and propose effective, environmentally sustainable solutions to, energy poverty by:
 1. Working with organizations and serving as a resource
 2. Advising government, OEB, OPA, and utilities on the need for policies and programs that will protect low-income energy consumers
 3. Educating organizations, government and the general public about the need for specifically designed programs for low-income consumers through workshops, meetings, the website and the media
 4. Compiling information on available energy assistance and energy conservation programs for low-income consumers

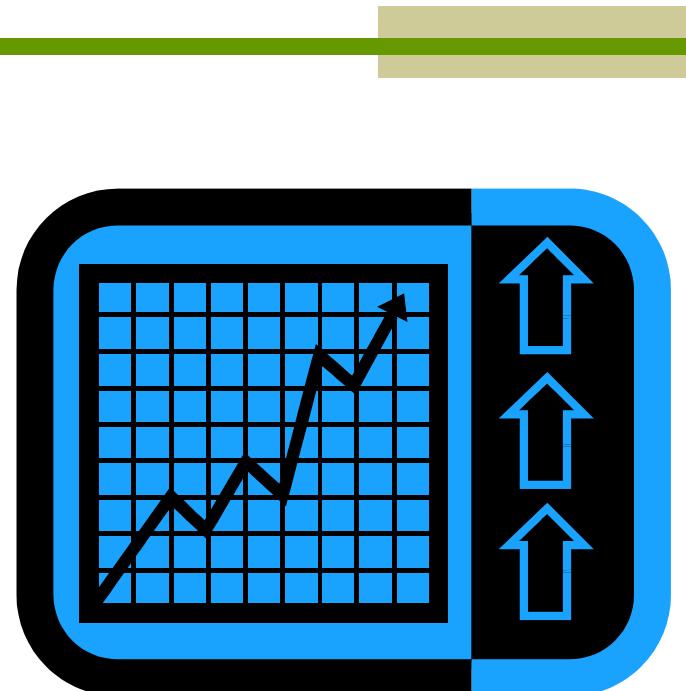
Energy poverty strategy – context

Environmental, social and economic...

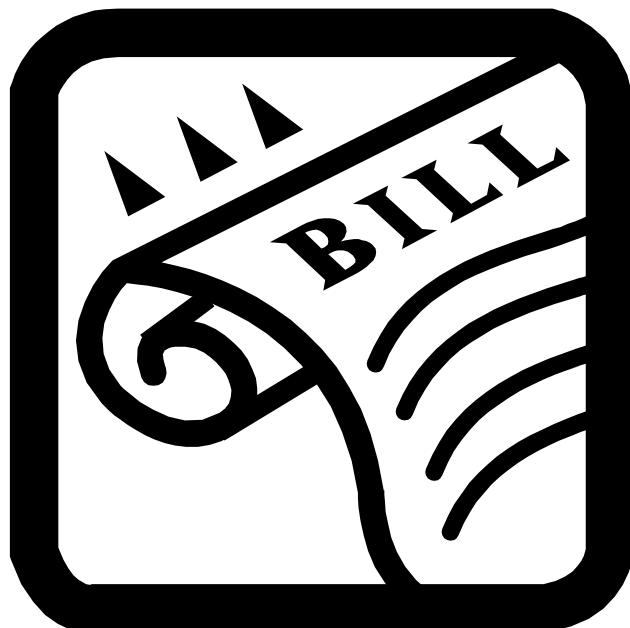
- ◆ Ontario's long term energy plan: conservation target is 7,100 MW by 2030 and reduction in overall demand by 28 TWh
- ◆ Ontario's climate change plan (coal phase-out by 2014)
- ◆ Ontario's long-term affordable housing strategy
- ◆ Ontario's poverty reduction strategy, with firm targets to measure progress

Rising energy prices

- ◆ Real cost-to-customer increases of Ontario's Long-Term Energy Plan – projected at 3.5% per year over 20 years
- ◆ **BUT, 7.9% per year increases over next five years** (Ontario Clean Energy Benefit takes 10% off electricity bills over next 5 years)
- ◆ Natural gas and oil prices have been volatile over the past decade
- ◆ HST adds 8% to energy bills; consumers also paying for smart meter initiative and Green Energy fee



Energy poverty

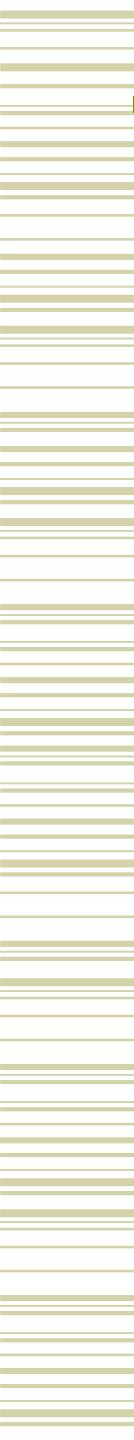


- ◆ Rising utility costs have a disproportionate impact on low-income consumers
- ◆ Erodes housing affordability and ability to pay for other daily necessities such as food, clothing, medicine and transportation

Low-income energy burden



- ◆ Energy burden refers to the amount of household income spent on energy
- ◆ U.K. fuel-poor household defined as spending more than 10% of income
- ◆ LIEN's position is that **6%** is an affordable burden



Understanding Home Energy Burdens

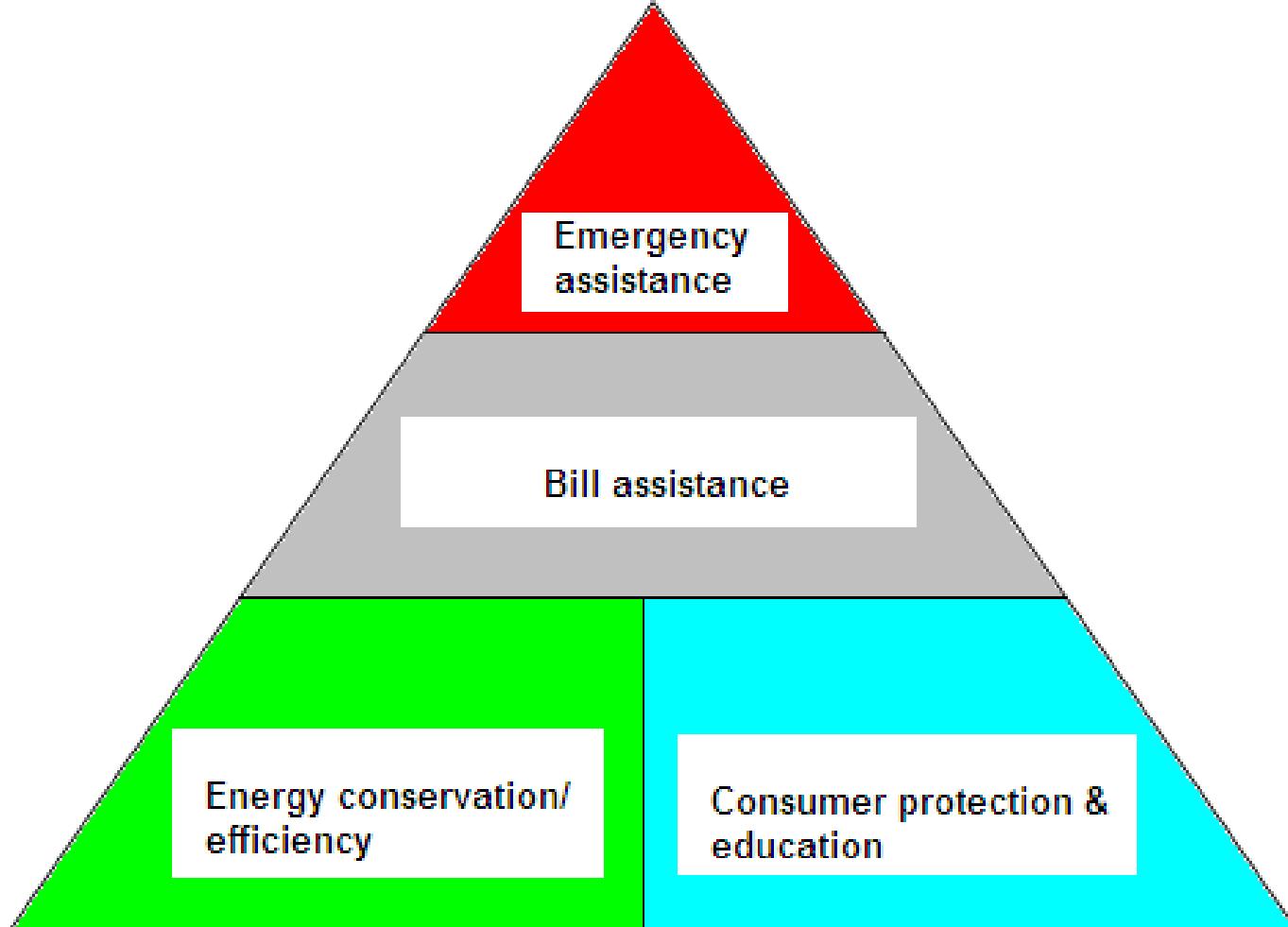


Home energy burden =
Home energy bill / Household income

- ◆ Total shelter burdens affordable at 30% of income.
- ◆ Utility costs should be no more than 20% of shelter costs.
- ◆ Utility costs affordable at 6% of income.

$$(30\% \times 20\% = 6\%).$$

LIEN's approach to low-income energy conservation & assistance



Energy conservation and low-income consumers

- ◆ Conservation and energy efficiency are cheap, fast, clean solutions to energy crunch and climate change crisis
- ◆ More efficient use of energy:
 - avoids cost of new generating plants
 - reduces energy bills and lessens effect of rising prices
 - makes housing more affordable & comfortable
 - reduces pollution - major respiratory health improvements especially for youngest and oldest

Province Wide Low-Income Conservation Programs

- ◆ Province-wide low income conservation programs are in the process of being rolled out this year, following directive from Minister of Energy
- ◆ LIEN ongoing consultations with OEB, OPA, gas companies
- ◆ The OPA has developed province wide offerings, for electricity customers – to be delivered by Local Distribution Companies
 - This program have been developed in coordination with the gas distributors
- ◆ Enbridge and Union Gas also have developed province wide conservation offerings, under the direction of the Ontario Energy Board.

Going forward



- Monitoring and evaluating the progress on the implementation and delivery of low-income customer service rules, financial assistance, and energy conservation programs
- Dependent on the transparency and distribution of the information collected by the delivery agents

LIEN's current work

- While LIEN continues to be involved in the development of low-income energy programs in Ontario, it is now focusing on building the capacity of its network members and other organizations to become “experts” or “resource people” on low-income energy issues in their communities.
- To facilitate this, LIEN has developed an Energy Poverty Manual/Toolkit and is in the process of fine-tuning it

Contact information

Website: www.lowincomeenergy.ca

Email: bhanjiz@lao.on.ca

Phone: 416-597-5855 x. 5167

Toll-free (Ontario): 1-866-245-4182 ext. 5167



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HOME ASSISTANCE



saveonenergy HOME ASSISTANCE Program

November 2011

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Objectives of Presentation

- To inform key stakeholders about the design and rollout of the **saveONenergy HOME ASSISTANCE** program
- To walk through **HOME ASSISTANCE** program customer experience through design elements
- To discuss how potential participants will be engaged across the province
- To provide opportunity to ask answer questions



Presentation Overview

- Part 1 – Program Design
- Part 2 – Program Tools
- Part 3 – Program Rollout
- Part 4 – Appendices



PART 1 – PROGRAM DESIGN



Program Design: Eligibility Criteria

1) Income criteria:

Number of Permanent Members of Household	Household Income Cut-off (Income of Individuals 18+)
1 person	\$29,931
2 persons	\$37,261
3 persons	\$45,810
4 persons	\$55,617
5 persons	\$63,081
6 persons	\$71,144
7 or more persons	\$79,209

OR

- A recipient of one or more of the following for the last 12 months:
 - Ontario Works
 - Ontario Disability Support Program (ODSP)
 - Guaranteed Income Supplement (GIS) Allowance for seniors
 - Allowance for the survivor
 - National Child Benefit Supplement (NCBS)
 - Utility LEAP Emergency Financial Assistance grant (*within the last 12 months)

Note: Individuals need not be screened for income, if they reside in eligible social and or assisted housing. In this case the building owner/manager will provide documented proof of eligibility for the building.



Program Design: Eligibility Criteria

Residential social housing includes all non-profit housing developed, acquired or operated under a federal, provincial or municipally funded program including shelters/hostels.

Examples of residential social housing are:

- Non-profit corporations as outlined in *Social Housing Reform Act 2000*
- Public housing corporations owned by municipalities directly or through Local Housing Corporations (LHC's)
- Non-profit housing co-operatives as defined in the Co-operative Corporations Act
- Non-profit housing corporations that manage/own rural and native residential housing
- Non-profit housing corporations that manage/own residential buildings developed under the Affordable Housing Program
- Non-profit organizations or municipal/provincial governments that manage/own residential supportive housing, shelters and hostels



Program Design: Eligibility Criteria

2) Utility Bill Payment Responsibility:

- To be an eligible participant must pay utility bill
- A resident of social and or assisted housing does not need to pay bill

3) Building Eligibility:

- All Part 9 buildings = 3 or less stories, < 600 m²
- Participant is eligible for all measures (if measures are limited if a participant is the tenant)

OR

- Privately owned Part 3 buildings = 4 or more stories, > 600 m²
- Participant is eligible for in-suite and extended measures (if own)

Note: If building is larger (Part 3), participant or building provider may be eligible for saveONenergy RETROFIT program for business.



Program Design: Elements and the Customer Experience

Outreach: Five outreach channels/strategies are available

- Self-referral
- Community partner referral
- LDC priority referrals
- Gas utility program referral
- Door-to-door referral

In-home assessments & measure installation:

- One or more assessments are conducted to determine what measure(s) are most cost-effective
- Measures are installed to generate electricity demand reductions and electricity savings



Program Design: Elements and the Customer Experience

Participant education: Delivered with audits and measure installation

- To engage/inform eligible participants about how they can adopt energy saving behaviours and how to use the new energy-saving upgrades correctly to maximize their benefits.

Quality assurance: To ensure proper measure installation, consistency of customer satisfaction, and continuous program improvement.



Program Design: Available Measures

LIGHTING	SPACE HEATING & COOLING *
ENERGY STAR® qualified CFLs	Attic Insulation*
	Wall Insulation*
	Basement Insulation*
	Comprehensive Draft Proofing/Weatherstripping/Caulking*
HOT WATER HEATING	ENERGY STAR qualified Room/Window AC Replacement
DHW Pipe Wrap *	Programmable Thermostat for Electric Baseboard Heating and Electric Furnace*
DHW Blanket *	
Low Flow Aerator	APPLIANCE & PLUG LOAD
Low Flow Showerhead	ENERGY STAR qualified Refrigerator replacements (15, 16, 18 or 21 c.f.)
* Measure only applied to electric heating and water heating	Chest Freezer Replacement
	ENERGY STAR Dehumidifier Replacement
	Engine Block Timer
	Power Bar with Integrated Timer



Program Design: Coordination with Other Programs

In support of policy objectives the program design includes: the installation of measures at no cost to consumer, emphasis on deep measures and encouragement of coordination of delivery with natural gas distributors. The program is a part of the three legs of Low Income Energy Assistance Program (LEAP).

- **Coordination with OEB LEAP – Emergency Financial Assistance**
 - Electric and natural gas utilities may consider using common screening partners for LEAP Emergency Financial Assistance and Home Assistance Programs
 - Referrals to be provided between programs
 - Information about customer care & financial assistance programs will be provided to conservation program participants, and vice versa.
- **Coordination between natural gas DSM and electric CDM low income programs**
 - Memorandum of Understanding, with the intent to maximise electricity and gas savings, improve customer experience, and reduce overall program costs.



Program Design: Other complimentary programs (continued)

Coordination with OPA C&I Retrofit Program:

- saveONenergy RETROFIT program available to social housing and/or assisted housing providers, who may have both high-rise and low-rise building types.

Complimentary with other programs:

- Ontario Ministry of Community and Social Services Emergency Energy Fund
- Community Start-up and Maintenance Benefit
- Canada Mortgage and Housing Corporation: Residential Rehabilitation & Assistance Program
- Canada Mortgage Housing Corporation: Emergency Repair Program



PART 2 – PROGRAM TOOLS



Part 2 – Program Tools

- What follows are tools available for local utilities and their service providers, some of which may also be made available (at LDC discretion) to other delivery partners.
- **Eligibility, Intake and Service Guide**
 - For LDCs, LDC customer service representatives and Outreach and Intake Partners
 - Contents include:
 - Guide provides a program overview
 - Services
 - Eligibility
 - Appendix A, Referrals To Other Programs and Services
 - Appendix B, Customer Service Scripts
 - Appendix C, Participant Engagement Guide (Education)



Part 2 – Program Tools Continued

- **Audit and Retrofit Protocols**
 - For LDC delivery partners to ensure consistent delivery of program offering
- **Field Audit Support Tools**
 - For LDC delivery partners to assist with prioritization of eligible measure selection
- **Program Process Flow Documents**
 - For LDC intake partners, customer service representatives, delivery partners



Part 2 – Program Tools Continued

- Currently 6 Participant Application and Consent forms:
 1. Participant Application
 2. Participant Consent
 3. Social and/or Assisted Housing Building Owner Manager Application
 4. Building Owner Manager Application
 5. Building Owner Manager Basic Consent
 6. Building Owner Manager Extended and Weatherization Consent
- Participant Application currently under development for referrals from LEAP EFA to HOME ASSISTANCE program
 - Expected to be available 2012



Part 2 – Program Tools Continued

- **saveONenergy HOME ASSISTANCE program web site**
 - Includes: Program overview, FAQs and downloadable application forms
 - Links to saveONenergy RETROFIT
 - Information about this web site and the program is targeted directly at potential participants; and is not being broadcast to the general public.
 - Those interested in the program can input their postal code and find out directly from their local utility whether the program is available in their area.
- **OPA Call Centre: 877-797-7534.**
 - Until the program is more readily available across the province, OPA will handle all calls centrally to attend to all customer inquiries.
- **Program Marketing Collateral**
 - 2 Program brochures (for home owner/tenant & for building owner/provider)
 - Program poster and sell sheets will eventually be developed
- **Energy Efficiency Solutions Providers (EESP)**



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PART 3 – PROGRAM ROLLOUT



Part 3 – Program Rollout

- **saveONenergy HOME ASSISTANCE** program is new to Ontarians, and is rolling out gradually. It will not be available all at once across the province.
- All electric utilities have indicated an interest to deliver the program, and to date more than half have registered to do so (approximately 80% of eligible participants in province).
- Local utilities are building internal capacity to support the program. They are also in the process of procuring services and developing essential partnerships to deliver the program in their service areas.
- **saveONenergy RETROFIT** program is already in market in Welland and the Niagara Peninsula.



PART 4 – APPENDICES



Appendix A – Background: Housing Stock & Electricity Use

- Approx. 733,000 low-income households in ON (16% of total Households) based on pre-tax low income cut-offs (LICOs)
 - Including approx. 400,000 multi-family unit
- Over 250,000 low-income households live in social housing
- Homes tend to be older, less insulated, in need of repair, older inefficient appliances
- Approx. 26% of low income households are electrically heated
- Approx. 31% of low income households have electric hot water heaters

Sources:

Statistics Canada, 2006 Census

Statistics Canada, Survey of Household Spending
Globe Inc. Submission to EB-2008-0150



Appendix B – Potential Outreach Partners

- Advocacy Centre for Tenants Ontario (ACTO)
- Canadian Mortgage and Housing Corporation (CMHC)
- Cooperative Housing Federation of Canada
- Enbridge Gas Distribution Co.
- Federation of Rental Housing Providers Ontario
- Greater Toronto Apartment Association
- Low-Income Energy Network (LIEN)



Appendix B – Potential Outreach Partners (cont'd)

- Ministry of Community and Social Services (MCSS)
- Ontario Non-Profit Housing Association (ONPHA)
- Social Housing Services Corporation (SHSC)
- Social Planning Network of Ontario (SPNO)
- Toronto Community Housing
- Union Gas
- Vulnerable Energy Consumers Coalition (VECC)



Appendix B – Potential Outreach Partners (cont'd)

- Link to Social Agency Partnerships for Delivery of the LEAP Emergency Financial Assistance Program:
http://www.oeb.gov.on.ca/OEB/_Documents/EB-2008-0150/LEAP_Utility-Agency_Partners.pdf
- Province-wide Partners with local chapters:
 - Association of Ontario Food Banks
 - Red Cross (Ontario Region)
 - Association of Municipalities of Ontario
 - United Way



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Further questions:

Nicole.hynum@powerauthority.on.ca



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Est. 1911

Low Income DSM Programs

Tracey Brooks

November 15th, 2011



Eligibility Criteria



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- Customers who have an income which is at 135% or below Statistics Canada's pre-tax, post-transfer Low-Income Cut-Off (LICO)

Number of Occupants	Maximum Annual Income
1	\$30,009
2	\$37,360
3	\$45,930
4	\$55,764

- Customer may also qualify if they are the recipient of one of the following benefits: *Ontario Works, Ontario Disability Support Program, Guaranteed Income Supplement , Allowance for Seniors or National Child Benefit Supplement*

Eligibility Criteria



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- Private homeowners or private market tenants who pay their own gas bills
- Customers residing in social housing regardless of who pays the gas bills
- Must reside in a residential dwelling
- The dwelling must qualify for home efficiency upgrades based on a cost-effectiveness test

- Professional installation of energy efficient showerheads, pipe wrap, kitchen/bathroom aerators and a programmable thermostat
- Offered at *no cost to the customer*
- Door-to-Door strategy – visit postal codes with high propensity of low-income customers
- Partner with 3rd party contractor to perform installations by professional technicians



Home Weatherization Program



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- Free pre and post home energy audit. Upgrades can include; attic insulation, basement insulation, wall insulation and draft-proofing measures
- Offered at *no-cost to our customers*
- Partner with 3rd party contractors to perform installations by professional contractors
- Delivered in both private and social housing markets



- Education guides provided to all participants of our programs
- Deliver education workshops in partnership with local social service agencies
- Teach customers low-cost and no-cost ways that they can save energy in their homes
- Participants receive a free draft-proofing starter kit





uniongas

A Spectra Energy Company

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Low INCOME PROGRAM

LIEN Webinar

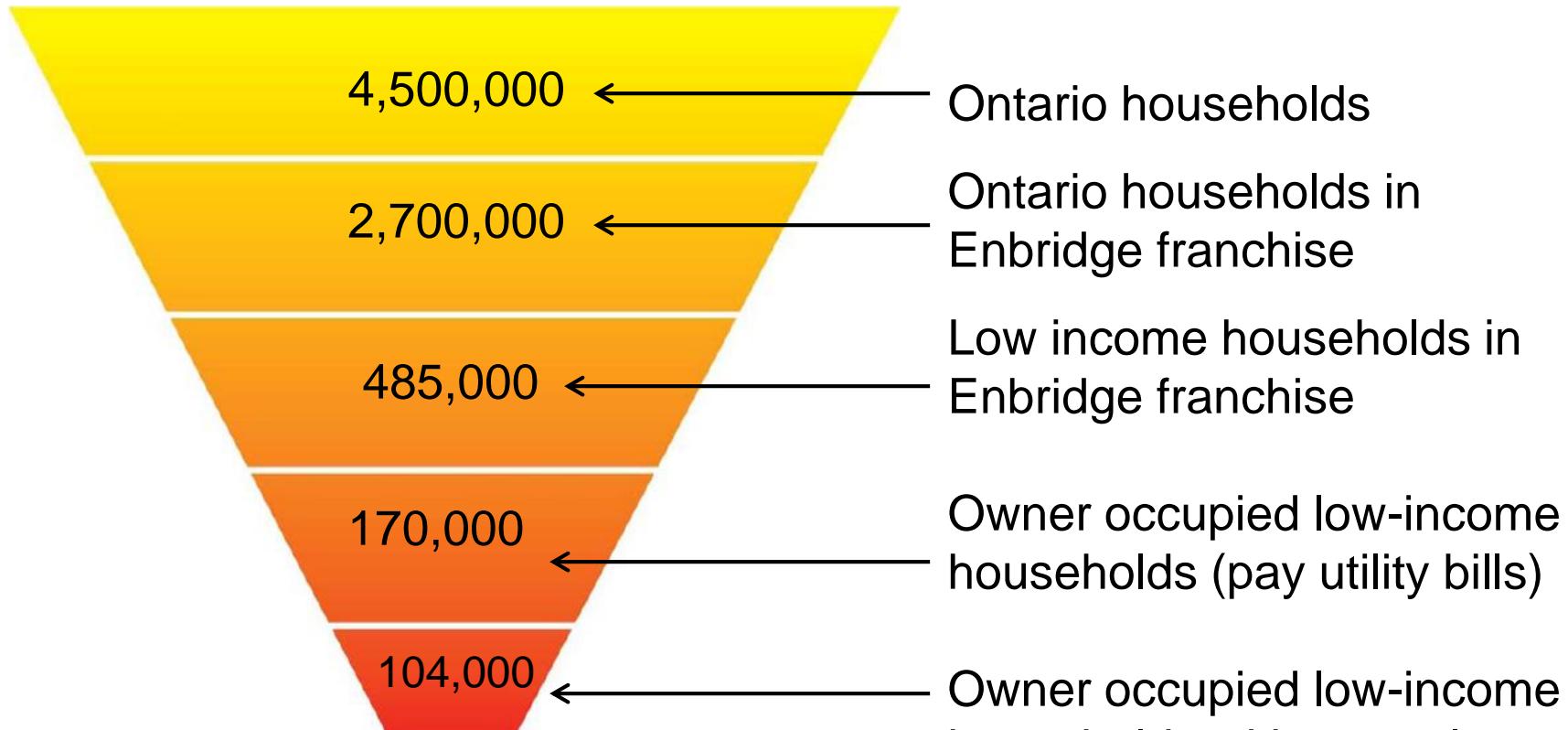
November 15, 2011

*Erika Lontoc
Manager, Low Income Program
and DSM Portfolio Administration*

Enbridge Service Area



Enbridge's low income households



Energy Efficiency Program Offerings for Low Income Single Family Homes

- Enhanced TAPS
- Weatherization Program
- Education and outreach initiatives

Enhanced TAPS

- Contractor installed energy efficiency showerheads, kitchen and bathroom aerators, energy efficient lightbulbs (CFLs) and programmable thermostat at no cost to customer.
- Program delivered by contractors across the franchise through neighbourhood blitzes in identified low income areas.
- Enhanced TAPS application forms are also available through local neighbourhood community groups.
- Available to all Weatherization Program applicants regardless of retrofit activity.

Enhanced TAPS

- Typical energy savings:
 - Up to \$42 in natural gas bill plus programmable thermostat savings
 - Programmable thermostat savings typically are 6% in the colder months if temperature is lowered 3 degrees while sleeping or away from home
 - Up to \$20 in electricity costs
 - Up to \$120 per year on water and sewer bill

Home Weatherization Program

- Available to single family private (tenant or owner), and social housing homes where resident pays for the gas bill.
- Home typically 25 years old or older.
- Participant Eligibility: 25% of LICO or recipient of social benefits, eg. OW, OSDP, GIS
- Eligible measures same as Union Gas. Cost of weatherization approx. \$3,600 per home.
- Approximate natural gas bill savings: \$430 per year
- Application process through community based organizations as program delivery partners
- Program currently available in GTA, York, Durham, Peel, Ottawa area, Niagara Region and Peterborough



Education and Outreach Activities

- Community Champion program delivered by the GLOBE - Social Housing Services Corporation (SHSC)
- Working with United Way and community based agencies to provide program information and referrals
- Targeted advertising in community/ethnic media
- Press releases, MP and MPP mailings, transit ads, etc.

What to expect for in 2012

- Expanded reach - beyond regions currently served
- Availability of weatherization program to social housing single family homes where the housing provider pays tenant gas bills
- Seek new partnerships, or strengthen current ones, to raise program awareness and increased program uptake
- Program expansion to social housing multiresidential buildings
 - Comprehensive building retrofits
 - Operational improvements
 - Tenant engagement



Contact Information

Erika Lontoc

Manager, Low Income Program
and DSM Portfolio Administration

Phone: 416-495-5656

E-mail: erika.lontoc@enbridge.com

Pam Callow

Program Manager, Residential Markets

Phone: 416-753-6286

E-mail: pamela.callow@enbridge.com

